Product Correction Notice (PCN)

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SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:

Avaya is pleased to announce the availability of UNIStim Software Release 5.5 Service Pack 1 (R5.5.1) for the 1100 Series, 1200 Series, and 2007 IP Deskphones.

The following Avaya IP Deskphones are within scope of this PCN since they support UNIStim Software: 1110 (NTYS02xxE6), 1120E (NTYS03xxE6), 1140E (NTYS05xxE6), 1150E (NTYS06xxE6), 1165E (NTYS07xxE6), 1210 (NTYS18xx70E6), 1220 (NTYS19xx70E6), 1230 (NTYS20xx70E6), 2007 (NTDU96xxE6) IP Deskphones.

UNIStim Software Release 5.5.1 is available in the following software versions for the following IP Deskphones:

UNIStim Software Release 5.5.1	
Hardware Model	**Software**
2007 IP Deskphone	0621C8T
1110 IP Deskphone	0623C8T
1120E IP Deskphone	0624C8T
1140E IP Deskphone	0625C8T
1150E IP Deskphone	0627C8T
1165E IP Deskphone	0626C8T
1210 IP Deskphone	062AC8T
1220 IP Deskphone	062AC8T
1230 IP Deskphone	062AC8T

UNIStim Software Release 5.5.1 is compatible with the following call servers:

- Avaya Communications Server 1000 (CS1000)
- Avaya Business Communications Manager (BCM)
- Avaya Survivable Remote Gateway (SRG)

For more info, please see the section on 'Call Server Compatibility and Requirements' in the Readme document. Use the link below to access the Avaya Support portal to download the software files and Readme document associated with this UNIStim Software Release 5.5.1.

Description:

This PCN announces the General Availability of UNIStim Software Release 5.5.1 for Avaya 1100 Series, 1200 Series, and 2007 IP Deskphones. UNIStim Software Release 5.5.1 includes enhancements that make the 1100 Series, 1200 Series and 2007 IP Deskphones more secure, and easier to manage remotely.

- Ability to remotely monitor the PC port of the IP Deskphones

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	• Auto-renewal of SSL certificates with SCEP, enabling more efficient management of SSL certificates for customers requiring higher security • Enhanced security through password protection for access and the ability to disable port mirroring which is used for Avaya and third party Secure Call Recording • Enhanced security through password protection for access to AEM port • Quality Improvements See the Readme Document for Avaya UNIStim Software Release 5.5.1 for 1100 Series / 1200 Series / 2007 IP Deskphones for a summary and description of feature enhancements, quality improvements, and Product Advisements relevant to this Software Release. Use the link below to access the Avaya Support portal to download the software files and Readme document associated with this UNIStim Software Release 5.5.1 UNIStim Software Release 5.5.1 for IP Deskphones is available for download from http://support.avaya.com Select "Downloads & Documents', and then enter the product name "1100 Series IP Deskphones", or '1200 Series IP Deskphones', or '2000 IP Deskphones". Choose "UNIStim 5.x" from the 'Choose Release' pull-down menu and click on "UNIStim Software Release 5.5.1 for IP Deskphones".
Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low	Class 3
Is it required that this PCN be applied to my system?	For all supported call servers, Avaya recommends that all customers upgrade both new and installed 1100 Series, 1200 Series, and 2007 IP Deskphones running UNIStim software to this software version at their earliest convenience.
The risk if this PCN is not installed:	People using the 1100 Series, 1200 Series, and 2007 IP Deskphones running UNIStim software will not have access to feature enhancements or may encounter issues that have been addressed with this latest Software.
Is this PCN for US customers, non-US customers, or both?	Both
Does applying this PCN disrupt my service during installation?	To minimize service disruption, applying the Software Upgrade to the 1100 Series, 1200 Series, and 2007 IP Deskphones should be a planned activity.
Installation of this PCN is required by:	Customer and/or Avaya Authorized Partner.
Release notes and	Additional information is included in the Readme Document included with the Software Package that is available at http://support.avaya.com/

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workarounds are located:	
What materials are required to implement this PCN (If PCN can be customer installed):	Download 1100 Series, 1200 Series, or 2007 IP Deskphone UNIStim Software Release 5.5, including the Readme document from the Avaya support portal. For more details refer to the User Guides and Administration Guides that can be downloaded from http://support.avaya.com/ as follows: • Product Bulletin – Readme file for UNIStim 5.5 Software Release for 1100 / 1200 / 2007 IP Deskphones • Product Bulletin – Readme file for UNIStim 5.4 Software Release for 1100 / 1200 / 2007 IP Deskphones • Product Bulletin – Readme file for UNIStim 5.3 Software Release for 1100 / 1200 / 2007 IP Deskphones. • Product Bulletin – Readme file for UNIStim 5.2 Software Release for 1100 / 1200 / 2007 IP Deskphones • Product Bulletin – Readme file for UNIStim 5.1 Software Release for 1100 / 1200 / 2007 IP Deskphones • Product Bulletin – Readme file for UNIStim 5.0 Software Release for 1100 / 1200 / 2007 IP Deskphones • Product Bulletin – Readme File for UNIStim 4.3 Software Release for 1100 / 1200 / 2007 IP Deskphones • Product Bulletin – Readme File for UNIStim 4.2 Software Release for 1100 / 1200 / 2007 IP Deskphones • Product Bulletin P-2010-0016-Global, UNIStim Software Release 4.1 for 1100 / 1200 / 2007 IP Deskphones • Product Bulletin P-2009-0143-Global, UNIStim Software Release 4.0 for 1100 / 1200 / 2007 IP DeskPhones • IP Phones Fundamentals, NN43001-368 • IP Line Fundamentals, NN43100-500 • Individual IP Deskphone User Guides for CS1000, BCM, SRG, CS2100 • CRQM 7.0 Planning, Installation and Administration Guide, NN44480-300
How do I order this PCN (If PCN can be customer installed):	UNIStim Software Release 5.5.1 for IP Deskphones is available for download from http://support.avaya.com/ Select “Downloads & Documents’, and then enter the product name “1100 Series IP Deskphones”, or ‘1200 Series IP Deskphones’ or ‘2000 Series IP Deskphones”. Once on the product page, choose “UNIStim 5.x” from the ‘Choose Release’ pull-down menu and click on “UNIStim Software Release 5.5.1 for IP Deskphones”. This release is being provided as a no charge update to all customers. These software loads have not yet been introduced as the default loads for the IP Deskphones shipped from Avaya.
Finding the installation instructions (If PCN can be customer	Installation instructions are included in the documents listed above, and located online at the link noted above.

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installed):	

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

Note: Customers are required to backup their systems before applying the Service Pack.

How to verify the installation of the Service Pack has been successful:	Please refer the documentation listed in this PCN.
What you should do if the Service Pack installation fails?	Please refer the documentation listed in this PCN.
How to remove the Service Pack if malfunction of your system occurs:	Please refer the documentation listed in this PCN.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?	N/A
Avaya Security Vulnerability Classification:	N/A
Mitigation:	N/A

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements:	UNIStim Software Release 5.5.1 for IP Deskphones is available for download from the Avaya Support portal at: http://support.avaya.com/ . Select "Downloads & Documents', and then enter the product name "1100 Series IP Deskphones", or '1200 Series IP Deskphones' or '2000 IP Deskphones". Choose "UNIStim 5.x" from the 'Choose Release' pull-down menu and click on "UNIStim Software Release 5.5.1 for IP Deskphones". This release is being provided as a no charge update to all customers.
Avaya Customer Service Coverage Entitlements:	Avaya is issuing this PCN as installable by the customer. If the customer requests Avaya to install this PCN, it is considered a billable event as outlined in Section 4 (*Software Updates and Product Correction Notices*) of the Avaya Service Agreement Supplement (Full Maintenance Coverage) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product

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Correction Support offer.

Additionally, Avaya on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Customers under the following Avaya coverage: -Full Coverage Service Contract* -On-site Hardware Maintenance Contract*	
Remote Installation	Current Per Incident Rates Apply
Remote or On-site Services Labor	Current Per Incident Rates Apply

- Service contracts that include both labor and parts support – 24x7, 8x5.

Customers under the following Avaya coverage: -Warranty -Software Support -Software Support Plus Upgrades -Remote Only -Parts Plus Remote -Remote Hardware Support -Remote Hardware Support w/ Advance Parts Replacement	
Help-Line Assistance	Per Terms of Services Contract or coverage
Remote or On-site Services Labor	Per Terms of Services Contract or coverage

Avaya Product Correction Notice Support Offer
The Avaya Product Correction Support Offer provides out-of-hours support for remote and on-site technician installable PCNs, and Avaya installation for all Avaya issued PCNs that are classified as "Customer-Installable". Refer to the PCN Offer or contact your Avaya Account Representative for complete details.

Avaya Authorized Partner Service Coverage Entitlements:

Avaya Authorized Partner
Avaya Authorized Partners are responsible for the implementation of this PCN on behalf of their customers.

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Avaya Contacts: For assistance with this PCN contact your local or regional Service group.	**Contact Avaya Support**

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